

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. I am very dissatisfied with the treatment I have received from our telephone company, Sprint. After being customers for nearly 10 years and always paying our bills on time we had a telephone call from someone claiming to represent Sprint threatening to cut off our long distance service for an overdue balance of \$29. We had never received an invoice for this amount, and when we checked our balance online, it showed a zero balance. When we requested some type of identification, the caller refused to give us any, just repeated her threat to cut off service and demanded a credit card number.

When we refused to do this, our long distance service was cut off. We believe this was an accounting error on their part, but after several days and several telephone calls, we had no other choice but to pay the balance which they claimed was outstanding in order to have our service reinstated.

I feel that the telephone companies in this country have no regard for their customers and offer no reasonable explanation for many of the charges that appear on their bills. I believe this definitely should be investigated.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.